

AMENDMENTS TO THE CLAIMS

This listing of claims will replace all prior versions, and listings, of claims in the application:

1. (Cancelled)
2. (Currently Amended) The virtual technician of claim ~~1~~8, wherein the computer program is executed in a client environment.
3. (Currently Amended) The virtual technician of claim ~~1~~8, wherein the computer program is downloaded to a client environment and executed in its entirety in the client environment.
4. (Currently Amended) The virtual technician of claim ~~1-8~~ further comprising
playing a video file associated with the answer.
5. (Currently Amended) The virtual technician of claim 4, wherein the video file is a MPEG (moving pictures experts group) file.
6. (Currently Amended) The virtual technician of claim ~~1-8~~ further comprising a database residing in the computer readable memory, the database storing information on a plurality of radiotelephones.
7. (Currently Amended) The virtual technician of claim ~~1-8~~ further comprising a database residing in the computer readable memory, wherein the database stores the answer to the user problem.

8. (Currently Amended) A virtual technician for assisting a user to operate a radiotelephone, the virtual technician being capable of interpreting a technical request and providing a solution for the request, the virtual technician comprising:

a computer readable memory on which is stored a computer program, the computer program comprising instructions, when executed by a computer, perform the steps of:

in a first troubleshooting mode:

receiving a user problem from a user input;

receiving manufacturer data;

receiving radiotelephone model data;

prompting a user to select a high level description of the problem;

receiving a specific symptom of the problem;

searching for an answer to the user problem stated by the user input; and

displaying the answer to the user;

The virtual technician of claim 1, wherein the computer program further performs the step of:

in a second programming mode, -changing features of the radiotelephone.

9. (Currently Amended) The virtual technician of claim 18, wherein the computer program further performs the step of displaying a list of the specific symptoms.

10. - 17. (Cancelled)